

Agenda (30 – 40 minutes)

- I. Review Objectives for understanding (10 minutes)
- II. Feedback on what worked / what didn't work in 2011 IIF discussion topics (5 minutes)
- III. ~~Brainstorm and create Pick List of Topics for 4Q~~, determine time frames for completion, determine feedback needs and modes, (15 minutes)
- IV. Review path forward (5 minutes)

Objectives

- I. Identify needs-based IIF activities intended to identify gaps in Teamwork and, create action plan to close gaps, and
- II. Determine the most effective engagement / feedback methods (IIF email box, summaries and worksheets, local reporting, etc.)

Topics to reinforce through the 4th Quarter

- A) Teamwork – [Building Relationships](#) , My Reason for Being Safe
- B) 2011 review and closure: Near Loss Reporting, Stop/ Pause Work Authority, LPSA, JJSV, LOTO RI-9900, RI-341, RI-9920, Major Incident Study
- C) Self Engagement/ Direction: Having work groups identify and plan their own engagement and feedback sessions

Instructions: Plan and implement discussions and activities in your work group. Select a topic that you feel will most improve your working relationships and Teamwork in our refinery. After discussing the topic with your work group, make a gap closure plan, and involve the right parties to discuss and improve relationships. Feedback your findings, plan to your local management and/ or the IIFLT.

- A) What are the most critical business relationships to our work group, what is “missing” from the relationships? How can they be improved upon?
- B) If we could take our business relationship to the next level what would it be?
- C) Let's discuss our current ____TBD____ meeting. How can we be more effective as a group and build our existing relationships and deliverables in this meeting?
- D) In terms of cross communication between work groups, is there one relationship that we need to make better? Between O&M, or with Technical Services? Or with HES or another support organization? Which relationship is it and what do we need to do to improve it?
- E) How is our Crew to Crew Communication?
- F) How is our communication across regional boundaries? Does this need improvement?
- G) What do you need the most from your key business relationships in order to be successful in the 4th quarter? Create a plan to fulfill that need.
- H) How can we learn from each other? Are there barriers to our working relationships? What are they? Between workgroups in our refinery, from Refinery to Refinery in North America? Others? What do we need to do to improve them in order to improve our business and business relationships?
- I) 2011 End of Year – What worked for us? What didn't? What are our greatest challenges to making a major shift in Incident and Injury Free performance?

